

UNCLASSIFIED

UNITED STATES MISSION POLAND

VACANCY ANNOUNCEMENT

| | | |
|-----------|---|----------------|
| No. 16-23 | Information Management Assistant U.S. CONSULATE GENERAL KRAKOW | April 26, 2016 |
|-----------|---|----------------|

| | |
|----------------------|--|
| OPEN TO: | U.S. Citizens Only |
| POSITION: | Information Management Assistant |
| OPENING DATE: | April 26, 2016 |
| CLOSING DATE: | May 10, 2016 |
| WORK HOURS: | Part-time (16 hours per week) |
| SALARY: | *Not-Ordinarily Resident (NOR): FP-8*, US\$ 36,837 (annual gross salary on a full-time schedule) *Final grade/step for NORs will be determined by Washington. Ordinarily Resident (OR): FSN-6, PLN 66,552 (annual gross salary on a full-time schedule) |

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION

The **U.S. Consulate in Krakow** is seeking eligible and qualified applicants for the position of Information Management Assistant.

BASIC FUNCTION OF POSITION

This position works in Consulate Krakow's Information Services Center (ISC) and reports to the Management Officer and, in his/her absence, to the Information Management Officer (IMO) in Warsaw. The incumbent supports Consulate staff by providing end-user information technology (IT) assistance. This includes Local Area Network (LAN), mobile computing devices, workstations, user accounts, and application trouble-shooting (i.e. SharePoint), and when necessary ad-hoc user training. He/she will often resolve routine problems that can be handled without on-site intervention telephonically or via remote diagnostic tools. For more difficult problems, the incumbent will refer the service request and information to an IT technician who will act on the request. The incumbent will be responsible for keeping the Krakow Information Services Center updated on the status of open IT service requests and ongoing projects. Additional responsibilities may also include working in the Controlled Access Area (CAA) to provide IT and Diplomatic Pouch and Mail (Unclassified and Classified) support, and escorting visitors or contractors in the Consulate during business hours, evenings and/or weekends. Other duties may require the procurement of IT secure random purchases for the CAA.

The incumbent must be a U.S. Citizen eligible for a Top Secret security clearance.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office (ext. 2275).

QUALIFICATIONS REQUIRED

NOTE: All applicants are instructed to address each selection criterion detailed below with specific and comprehensive information supporting each item. Failure to so may result in a determination that the applicant is not qualified.

1. **Education:** High school diploma is required.

UNCLASSIFIED

UNCLASSIFIED

2. **Prior Work Experience:** At least one year of experience in an IT customer service or administrative function is required.
3. **Language Proficiency:** Level 3 (good working knowledge) speaking/reading/writing English is required.
4. **Job Knowledge:** Familiarity with relevant current Department of State computer systems, their operations and regulations regarding their use and support is required.
5. **Skills and Abilities:** The ability to work as a team member, and get along with others is required. Ability to present information clearly in writing and orally is required. Ability to multitask, and work in a fast-paced, stressful environment, and display exceptional customer service at all times is required. Ability to lift up to 70 pounds for short periods of time is required. Ability to work periodic evenings and/or weekends, usually for escorting visitors but also for key events

Selected candidate will be subject to a background investigation through the security clearance process. The incumbent must be able to obtain and maintain a security clearance at the Top Secret level.

HIRING PREFERENCE SELECTION PROCESS: Applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

- (1) AEFM / USEFM who is a preference-eligible U.S. Veteran*
- (2) AEFM / USEFM
- (3) FS on LWOP**

* **IMPORTANT:** Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

** This level of preference applies to all Foreign Service employees on LWOP.

ADDITIONAL SELECTION CRITERIA:

1. Management may consider any of the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.

UNCLASSIFIED

UNCLASSIFIED

4. The candidate must be able to obtain and hold the following: [top secret level](#).
5. Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position.

HOW TO APPLY: Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not qualified.

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See "For Further Information" above);
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.)

WHERE TO APPLY

Human Resources Office
American Embassy
Al. Ujazdowskie 29/31
00-540 Warsaw
E-mail: WarsawRecruitment@state.gov

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures remedies for prohibited personnel practices, and/or courts for relief

Appendix (Definitions)

Eligible Family Member (EFM): An EFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support; **or**

UNCLASSIFIED

UNCLASSIFIED

- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does **NOT** currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

UNCLASSIFIED

UNCLASSIFIED

Member of Household (MOH): An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan. A MOH is an individual who meets the following criteria:

- (1) Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; and
- (2) Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; and
- (3) Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.

UNCLASSIFIED